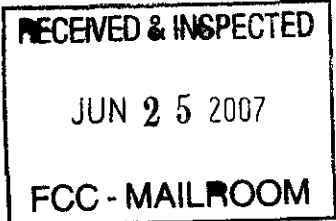


OKLAHOMA TELEPHONE ASSOCIATION

301 N.W. 63RD Street, Suite 410
Oklahoma City, Oklahoma 73116
(405) 840-1800
Facsimile (405) 840-2377
e-mail: ota@brightok.net



June 21, 2007

MAILED TO: CGT ORIGINAL

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

RE: Complaint Log for Oklahoma – CG Docket No. 03-123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log summary for the period June 2006 to May 2007 for the State of Oklahoma. Also, enclosed is a diskette of the above.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,

A handwritten signature in cursive script that reads "Robert E. Stafford".

Robert E. Stafford
Executive Vice President
Oklahoma Telephone Association

Encl.

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RECEIVED & INSPECTED

JUN 25 2007

FCC - MAIL ROOM

Complaint Tracking for OK (06/01/2006-05/31/2007). Total Customer Contacts: 25

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/06	VCO caller dialed into the relay service, and got the GA from the agent, gave the number to dial but the agent never typed anything back.	06/02/06	Apologized for the problem and informed the caller that someone would be meeting with the agent to discuss this. No follow up requested. Met with agent, who did not remember this incident. Also stated he would not ignore a customer nor hang up. Coached agent on the severity of hanging up a customer, resulting in and including termination.
06/08/06	OK voice customer reported that she was getting TTY tones when dialing 711 (she is branded correctly as voice) or reaching speech to speech operators who tell her they cannot process the call.	06/08/06	Apologized for inconvenience. Checked branding. Trouble ticket was opened, but we were unable to reproduce the problem. This complaint is closed due to no request for follow up by the customer.
07/05/06	CapTel customer called in to complain about disconnect/reconnect problems during calls.	07/05/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
08/08/06	VCO customer called to report that she has been unable to read anything on her VCO Ameriphone since last night (Aug. 7), due to garbled messages. Her (several) calls to CS were all completely garbled, but when she called in directly, the garbles were not present.	08/09/06	Apologized for inconvenience. Referred to Ameriphone. Opened TT XXXXX. Follow-up requested. Problem cannot be reproduced on our end. Suspect issue has to do with Ameriphone unit. Contacted customer; phone rang, but no response. Attempted two additional contacts. No response by the customer. Trouble ticket was closed on Aug. 9 with center unable to reproduce problem.
10/02/06	Caller claimed the agent said that she did not believe he was calling someone deaf or hard of hearing. Caller was trying to call his daughter on her Sidekick, a hand-held paging device. When the number was dialed, CA heard regular phone tone tones.	10/02/06	Met with the CA. She explained that she did not say that she didn't believe he was calling someone deaf, just that the phone was not being answered with tones or any way to connect. The customer kept insisting that the CA connect, and she tried to explain that the person on the other line was not picking up with any device that she could connect to. Coached CA to ensure that next time she explains more clearly to the customer so that he fully understands.
10/27/06	CapTel customer called to complain about waiting for an available operator when calling on a CapTel phone. Customer received recording of waiting for the next available operator.	10/27/06	Apologized for incident to customer; explained it was temporary and advised customer to have caller to stay on line. Calls are to be answered within required answer time for the day.
10/29/06	Voice customer called stating that during the conversation, the agent would not say GA at all. When asked about it, the customer said the agent told her relay does not use GA anymore. The customer also stated the agent repeatedly had to pace the customer.	10/30/06	This CA did not work on this day. Could not provide coaching to the right agent without the appropriate agent number. Customer did not leave name or number to follow up, so there was no way of identifying the correct agent.

Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/03/06	VCO customer told CA that she was using her Sprint Prepaid Phone Card for a long distance call. Relay operator dialed out quickly, and didn't type information regarding minutes on card or other relevant details. After the call was over, VCO caller asked operator if she used the prepaid card to make the call. Operator stated that she forgot. Operator also advised that the long distance call was local. Customer stated the call was from OK to her daughter in AR, and knows the call was long distance. Customer stated that she does not want agent to get into trouble, but wants the agent to process the call correctly and was not sure why it wasn't done without problems in past.	11/08/06	Customer Service apologized for the problem and entered a customer database note indicating caller uses prepaid card and offered credit if charged by Sprint. Customer requested contact. Agent was coached by Team Leader on how to process prepaid calling cards and to ask supervisor for help if questions arise. Trainer will retrain agent. Customer has been contacted and is satisfied with resolution.
1/10/06	OK TTY ASCII user frequently makes calls to wife's cell phone through OK Relay. Customer is getting all circuits busy. The cell phone is not in use when the customer tries to call it. Customer wanted a follow up.	03/22/07	Customer Service apologized to the customer. A technician was dispatched to resolve this issue after several trouble tickets and troubleshooting over the phone with ASCII user's wife. This issue was resolved on 3/28/2007 by the technician.
1/03/07	ASCII user called to complain that he could use the ASCII relay service.	03/22/07	Relay Customer Service apologized for the problem and assured the consumer that a trouble ticket would be turned in as stated. Trouble Ticket XXXXX was closed. Customer Service was able to hear ASCII tones when calling the customer during a test call.
1/06/07	Voice customer made several attempts to contact relay. When she asked to speak to a supervisor, the operator laughed at her and was overheard saying, Yeah, she's yelling at me for no reason.	01/06/07	Entered complaint in computer and referred to proper trainer. Supervisor was able to speak with customer and stated customer was already angry prior to reaching this agent due to having a hard time reaching relay, and the supervisor apologized for the inconvenience. Supervisor did not hear agent voicing, Yeah, she's yelling at me for no reason. However, the agent was coached on making sure such comments were kept to self. Agent understands. Point of Contact made 3 unsuccessful attempts (1/15/07 @ 12:15 pm, 1/26/07 @ 1:45 pm and 1/29/07 @ 9:55 am) to contact customer regarding this issue. Contact closed due to inability to reach customer.
1/29/07	Voice customer is not able to place a relay call from their toll free number.	01/29/07	Relay Customer Service apologized and opened Trouble Ticket XXXXX. Conducted test calls, but was unable to reproduce the problem. No follow up was requested, therefore the complaint has been closed.
1/30/07	TTY consumer called in at 2:02 PM and stated that the voice party she called through relay informed her that the operator was slow and wouldn't read what consumer typed, stating things such as The person is still typing. Consumer stated that the voice caller knew that she was a fast typist and couldn't understand why the operator was taking so long. Customer declined a follow up call.	01/30/07	Customer Service apologized and informed the customer that the agent's supervisor would be notified right away so that the agent could be coached. It should also be noted that the supervisor who took this complaint observed the customer was indeed a very fast typist. Agent is no longer working for the relay service, therefore follow up is not possible.

Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/13/07	Caller's husband is deaf and blind, and uses ASCII to place calls. Between 7:30 PM and 9:30 PM, he tried to connect to relay with his ASCII setup (which was branded appropriately) every ten minutes or so, but never succeeded. A message reading 2400 Baud sometimes appeared, but there was never a greeting from a relay operator. He tried again; on the second call, after several rings, the following error message was received: No carrier -- ATQ0V1E1S0+0. Since he was currently unable to place any calls at all, this was a matter of some urgency. Customer Service Rep contacted customer on 2/14 and left message with ASCII settings. Advised customer to callback to customer service if they are still having problems after checking the settings and contacting the software provider.	03/28/07	The caller was informed that this would be noted and investigated, and asked if she would like to be contacted when the problem had been examined. She said yes, call their home voice number, preferably in the morning, and leave a message if there is no answer. A technician resolved this issue on 3/28/2007.
3/26/07	TTY caller was upset that his/her daughter's phone number of 918-683-1502 was supposed to be branded VOICE when calling 711 as of one week ago and wanted to know what the hold up was. Customer requested follow up by phone.	03/28/07	Called customer several times and left a message on her TTY answering machine to contact customer service if she continued to experience problems. No follow up from the customer, therefore this has been closed.
3/06/07	Wife of ASCII customer reported that her husband, an ASCII Blind Deaf user, was unable to connect with OK ASCII number. Many attempts were made without success, and the customer was very upset, especially because past complaints have been filed. She also said that she had never been contacted after requesting follow up.	03/28/07	RPM manager contacted customer at 8:50 PST and will contact again after Trouble Ticket resolution next week. This issue has been escalated to a technician who has been working with the customer since 3/26/2007 toward a resolution. Customer reported by e-mail that he was able to make connections on Thursday and Friday without problems after technician assisted him with setting up his dialing speeds. Complaint closed due to satisfactory resolution.
3/28/07	ASCII customer could not connect to relay.	03/28/07	Apologized for problem. Ticket XXXXXX was opened. Follow up requested. This complaint duplicates KXXXXXX. A technician has been working with the customer on ASCII access since 3/26/2007. This complaint is closed due to duplication of the same issue in KXXXXXX.
3/04/07	CapTel customer called to complain about disconnect/reconnect issues.	04/04/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
3/13/07	Customer called to say agent needs more training and that the agent can't spell.	04/13/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Supervisor coached agent on the importance of making sure all words are spelled accurately. Agent understands. No follow up requested.
3/13/07	Customer called in to say agent needs more training because of spelling errors.	04/19/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Agent has been coached on spelling and pacing as needed. and understands to remain focused on typing accurately.

Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/13/07	Customer called to say that this agent needs more training and that the agent can't spell.	04/26/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Complaint forwarded on to correct center. Supervisor met with agent and they addressed some technical issues such as text jumping on the screen. Advised agent to call for supervisor immediately if technical issues occur. Also, supervisor and agent discussed how to focus on typing and accuracy.
5/01/07	Agent disconnected VCO caller during an important call. Possible technical issue.	05/01/07	Supervisor had a discussion with the operator. Supervisor is concerned there is not enough detailed information about what transpired, especially since the operator has no recollection of the call. The customer contact stated the complaint was filed on April 30th at 8:35 AM, but the operator did not work on this date until 9:15 AM. Customer did not leave a contact name or number to follow up.
5/01/07	Agent disconnected VCO caller. Possible technical issue. Complaint was filed on 4/30/07 at 8:35 am.	05/01/07	Supervisor met with agent who stated she or he would never disconnect a call and is aware of the importance of reporting any technical difficulty that may result in disconnects. No follow up requested.
5/01/07	Agent disconnected VCO caller.	05/01/07	Forwarded to proper center for follow up. Talked to agent, who did not remember the specific call, but did recall a call where the agent needed to inform the outbound voice caller that the caller had disconnected in the middle of a call. Agent was unsure if the caller hung up or the call dropped due to technical problems. Customer did not give contact information to customer service, therefore RPM is unable to follow up with the customer to ensure satisfactory resolution. Complaint has been closed.
5/09/07	TTY customer stated the agent hung up while customer was typing. Told customer we appreciate their business. Customer did not want a call back.	05/09/07	Apologized to the customer and informed them that contact will be forwarded to the agent's supervisor for immediate follow up. In meeting with the agent, the agent did not recall any calls that had technical problems. Agent was quizzed on what to type to the TTY if the voice caller hung up, whether inbound or outbound. Agent showed knowledge of correct information and call processing.

DOCKET NO.

03-123

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